

New Hampshire Insurance Department

Advisory Committee on Mental Health and Addiction Services

September 24, 2019 meeting, 1:00 – 2:30 p.m.

Room 100, Walker Building, Concord, NH

Committee Members in Attendance: Dr. Julie Wolter, Dr. Bill Brewster, Lucy Hodder, Kristine Stoddard, Richard LaFleur, Dr. Elizabeth Ross, Michele Merritt.

Committee Members Not in Attendance: Senator Jon Morgan, Representative Ed Butler, Dr. Peter Mason, Dr. Robert Feder, Dr. Richard LaFleur, Jaime Powers, Andrea Rancatore, Amelie Gooding, Courtney Tanner, Joseph Plaia.

NHID Updates:

Commissioner Elias convened the meeting at 1:05 p.m. The Department had invited the State Opioid Response Project Director to present to the committee about the NH Doorways program, but he was unable to attend the meeting at the last minute and that part of the agenda was skipped. NHPR's The Exchange did a story focused entirely on the Doorways that morning. Lucy Hodder added that UNH is providing some support to the Doorways program.

Jenny Patterson moved onto updates about the mental health parity. The federal government issued a request form to request documentation from employer sponsored health plans. Perhaps this could be roll into the update for the mental health parity guide. The new [Federal FAQs](#) that came out on Sept 5th are helpful in regards to Non Quantitative Treatment Limitations, which are particularly challenging to apply.

Lucy Hodder provided an update on the parity guide for consumers and providers. The Institute of Health Policy and Practice is working with New Futures and the NHID to update the guide. It is a resource for addiction and mental health care for consumers. The team wanted to ensure updated contact information was included for the Managed Care Organizations and they intend to streamline the guide. Hodder asked the committee members who are payers about who to contact at their organization to review updates to the guide. The group discussed where consumers can find information about covered benefits. This information can be found in the consumer's benefit package, online, or by calling the 1-800 number on the back of their member ID card.

Patterson provided a brief update on the parity exams.

Managed Care Organizations:

Samantha Murphy of AmeriHealth Caritas provided an overview of the MCO's approach to coverage for mental health and substance use disorder services. Their primary focus is reduction in barriers to access, as they typically interact with patients in these circumstances on the "worst day of their lives." They try to reduce prior authorization as much as possible. The MCO starts working with the patient's team to coordinate care for step down and engagement back into the community. They operate on a system of early identification of members with suicide attempts and overdoses as priority population members.

They offer transportation benefits to help members reach treatment. Caritas offered follow-up materials on dental benefits.

Keri Coy from WellSense/Beacon presented an overview of the MCO's managed mental health benefits. Beacon is the mental health provider. Beacon has a care management team that includes patient navigators. There are provider quality managers that act as the liaison with the community mental health centers and they meet on monthly basis. At these meetings, they review high priority cases on a weekly basis to brainstorm on other interventions to help the member. Beacon wants to complement what the community mental health centers are doing.

There are care management requirements. Beacon wants to make sure that everyone is on the same page about who is calling complex members so that they do not become overwhelmed. There is new contract requirement training component for providers. There are detailed requirements trainings, not just for behavioral health but also physical health. The 3 MCOs work together on these types of trainings and requirements to reduce provider burden.

Annual Hearing:

Tyler Brannen provided a Department update on NHID's Annual Hearing on Premium Rates and Care Cost Drivers. The hearing is required by statute but it is an opportunity to present to the public. This year the focus is on mental health, but will still have Gorman data analysis presentation. Richard Frank, a professor from Harvard, will present on changes that have taken place over time for the mental health care system, what is happening now, and what will happen in the future. There will also be an informal conversation with Rep. Ed Butler and Rep. John Hunt to discuss limitations on the policy front, and respond to potential policymaking going forward.

Hodder added that UNH would host provider panel discussion to talk about impact on provider community in November after the hearing. It will be a roundtable conversation.

There was no public comment.

Potential topics for future meetings included:

A Doorways program update from DHHS and a presentation from NH Healthy Families on their approach to mental health services. The NHID is developing a new network adequacy tool, and would like to provide a demonstration of the tool to the group. The group also discussed visiting the topics of the ER boarding issue and looking at how children are treated by the mental health care system. Their needs and services are different from adults. Services are provided at the school and then billed to the Medicaid program.

The meeting ended at 2:30 p.m.